

Manager's View

**A message from
County Manager Tom Zdunek**

“Summertime is Customer Time”

May 2013

With the passing of Memorial Day we unofficially kick off one of the busiest times of the year for Bernalillo County—summertime. The days are longer, school is out for the year and all across the county parents are scrambling to find productive and positive outlets for their children. Believe it or not, the county plays a large role in helping parents accomplish that feat.

Let's start with the summer job mentor program. For eight weeks each summer the county hosts about a hundred teenagers and provides them with a learning (as well as an earning) opportunity. For many of these teens, working for the county this summer will be their first exposure to the working world. While they may be here primarily to save up money for a car or college or just for fun, while they are with us we owe it to them and to ourselves to be sure they leave with more than a paycheck. Let us each take it upon ourselves to impress upon these teens the value of hard work and the satisfaction of a job well done—especially since they will be doing, in many cases, the work no one else wants to do (filing, shredding, sorting, etc.). While we're at it, let's also teach them the importance of customer service—something we all need a reminder of from time to time (me included).

Speaking of customer service, our customer interactions really take off once we open the doors of our community centers and shift our summer programming into high gear. Every child we serve talks to at least one parent, grandparent or caregiver and possibly many more about their experience in our programs. Those caregivers often relay their experiences to others and soon—from the perspective of a single participant—a whole group of people have heard about an experience in one of our programs. It's up to all of us, from administration to the front lines, to make sure that experience is a positive one that reflects well upon our organization and all of us that work in it.

So while summertime may make you wish you were outside basking in the sun, it also provides us all a chance to shine. I'm hoping each of you takes that opportunity.